

**CITY OF ASHEVILLE, NORTH CAROLINA  
CLASS SPECIFICATION**

**WATER QUALITY TECHNICIAN  
WATER RESOURCES DEPARTMENT**

**GENERAL STATEMENT OF DUTIES**

Performs technical work conducting laboratory tests to ensure water meets state and federal quality requirements. Employee reports to the Water Plant Supervisor.

**DISTINGUISHING FEATURES OF THE CLASS**

An employee in this class is primarily responsible for conducting water quality tests according to established state and federal guidelines. The employee gathers samples and conducts tests for customers and for laboratory certification requirements, assists students, maintains records and prepares various reports. The employee is also responsible for maintaining and repairing equipment, and examining new methods of analysis. Work is performed according to department policies and procedures under general supervision of the Water Plant Supervisor and is evaluated through observation and review of work completed.

**ILLUSTRATIVE EXAMPLES OF WORK**

**ESSENTIAL JOB FUNCTIONS**

Gathers water samples for water quality laboratory tests as required by state and federal guidelines.

Performs chemical analysis on raw, filtered and finished water; performs bacterial analysis as required; interprets and documents test results; assists in determining adjustments to and application of treatment chemicals and methods.

Sterilizes and maintains laboratory equipment and supplies; calibrates equipment; repairs and troubleshoots equipment failure.

Responds to customer inquiries and complaints; collects and analyzes water samples for customers.

Maintains logs and records of samples and test results.

Trains employees on using laboratory equipment; assists students in conducting science projects.

Conducts various laboratory tests as required for laboratory certification by the state for water distribution and treatment.

Utilizes computerized data entry equipment and various word processing, database and/or file maintenance programs to enter, store and/or retrieve information as requested or

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otherwise necessary; summarizes data in preparation of standardized reports.

### **ADDITIONAL JOB FUNCTIONS**

Performs related work as required.

### **KNOWLEDGE, SKILLS AND ABILITIES**

Considerable knowledge of chemical principles and techniques, and local, state and federal governmental regulations pertaining to water quality and wastewater analysis.

General knowledge of the processes and treatment stages involved in water production and treatment.

General knowledge of the occupational hazards and the proper safety precautions involved in plant operations.

Ability to use common office machines, including popular and specialized computer-driven word processing, database, spreadsheet and file maintenance programs.

Ability to maintain effective files, records and reports.

Ability to conduct laboratory tests and chemical analyses.

Ability to exercise attention to detail in performing assigned tasks.

Ability to exercise tact and courtesy in contact with the general public.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

### **MINIMUM TRAINING AND EXPERIENCE**

Associate's degree in chemistry, science or a related field; and some laboratory analysis experience; and/or any equivalent combination of training and experience required to perform the essential position functions.

### **COMPETENCIES**

**Technical Competency:** Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources, and work or professional standards.

**Interpersonal Competency:** Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

**Intellectual Competency:** Ability to think, learn and process information. Ability to solve problems and gather necessary information. Includes having math and reading skills

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appropriate to job level.

**Customer Service:** Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer.

**Physical Skills:** Ability to perform required jobs with adequate strength, dexterity, coordination and visual acuity (with reasonable accommodation[s] if needed) and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

Non-Exempt  
Salary Grade 13